Library Services & Technology Act
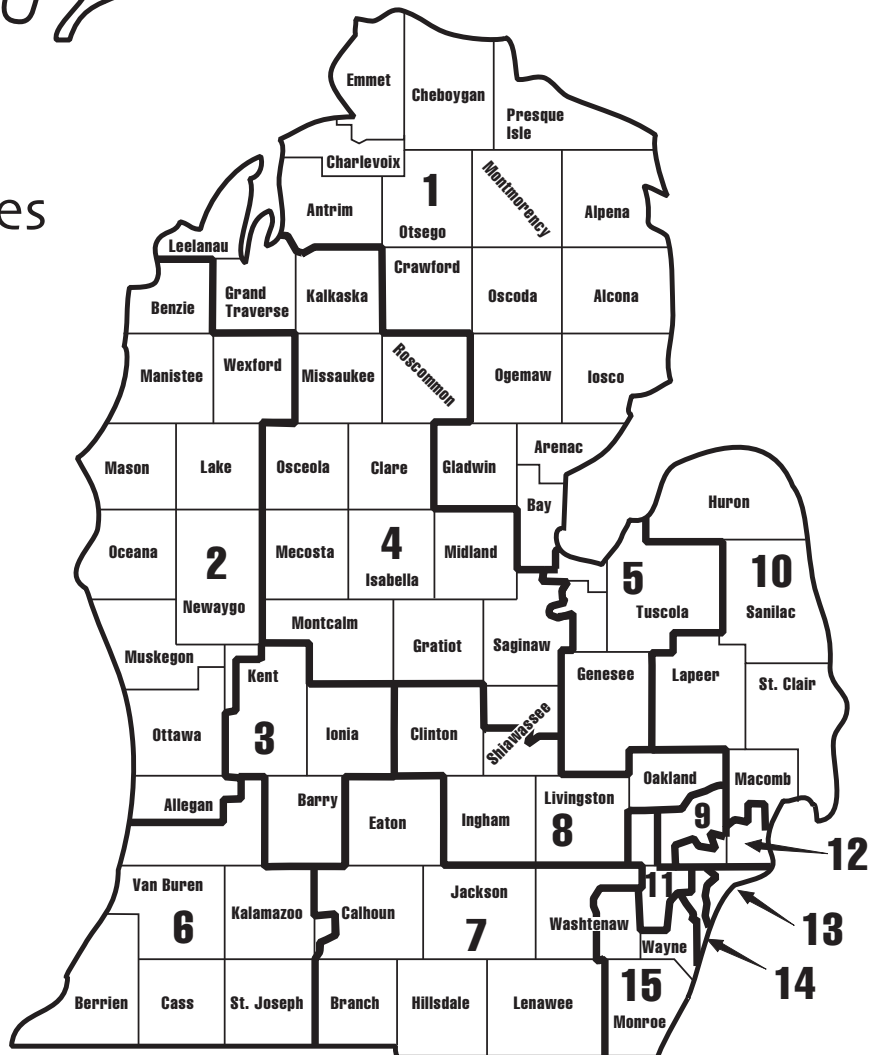
Michigan Report for 2008

U.S. Congressional Districts
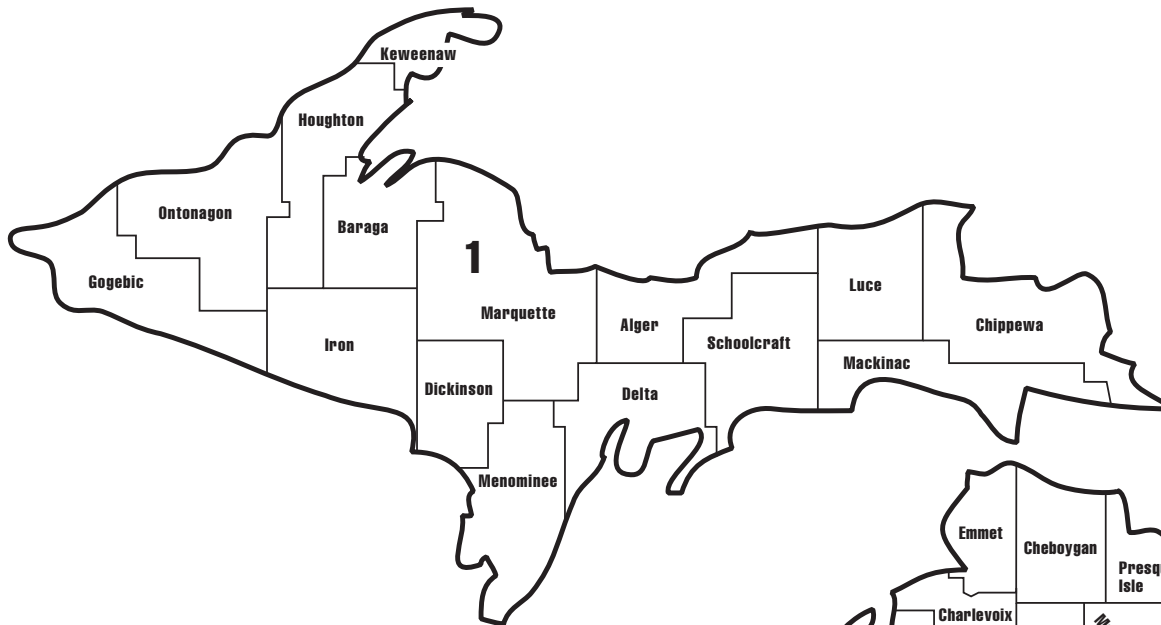
State Representatives

District
- 01 Bart Stupak (D-Menominee)
- 02 Peter Hoekstra (R-Holland)
- 03 Vernon J. Ehlers (R-Grand Rapids)
- 04 Dave Camp (R-Midland)
- 05 Dale E. Kildee (D-Flint)
- 06 Fred Upton (R-St. Joseph)
- 07 Mark H. Schauer (D-Battle Creek)
- 08 Mike Rogers (R-Brighton)
- 09 Gary C. Peters (R-Bloomfield Hills)
- 10 Candice S. Miller (R-Harrison Township)
- 11 Thaddeus G. McCotter (R-Livonia)
- 12 Sander M. Levin (D-Royal Oak)
- 13 Carolyn C. Kilpatrick (D-Detroit)
- 14 John Conyers, Jr. (D-Detroit)
- 15 John D. Dingell (D-Dearborn)

United States Senators

Carl Levin (D-Detroit)   Debbie Stabenow (D-Lansing)

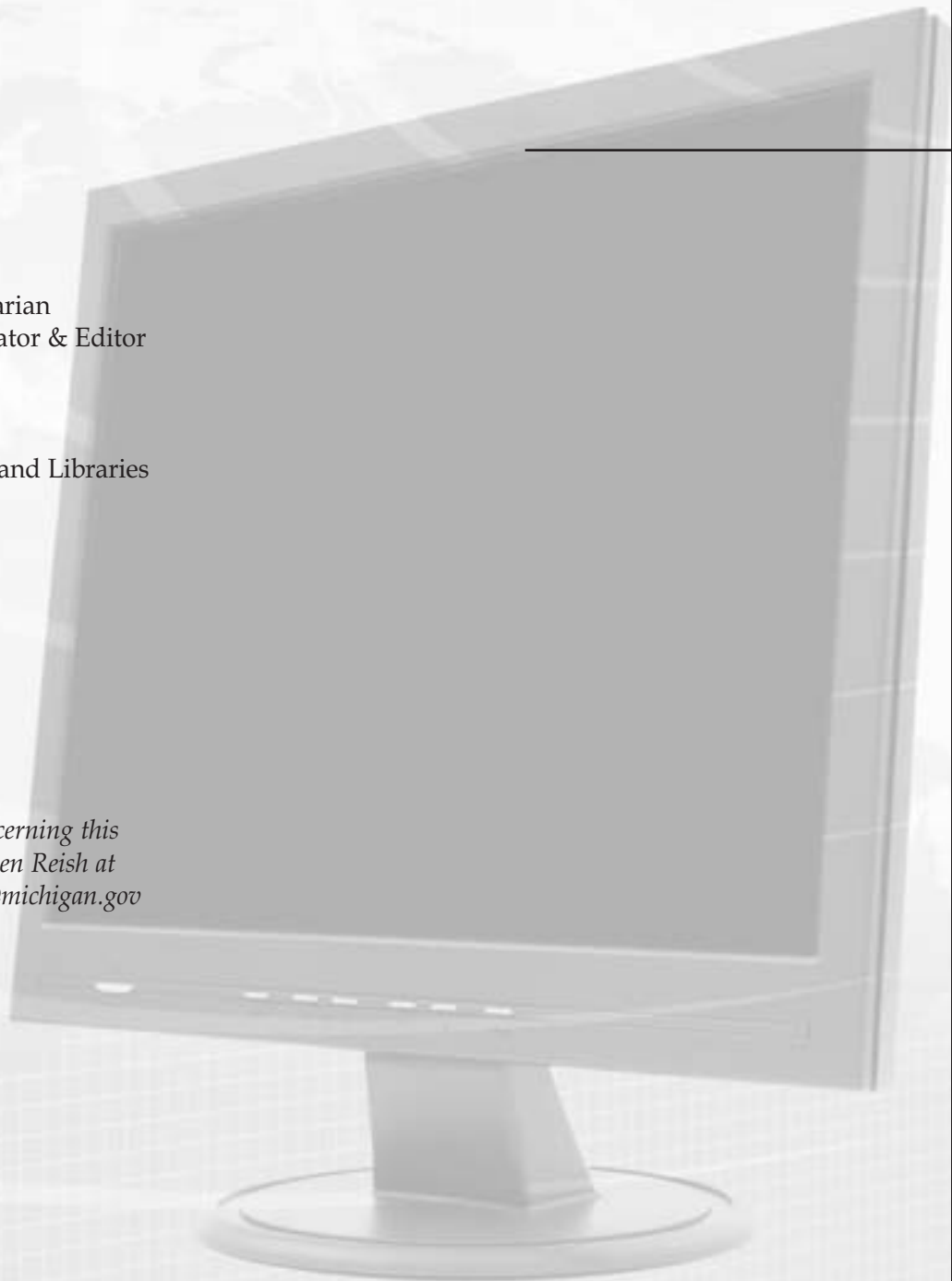# Library Services & Technology Act

Michigan Report for 2008

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Library Services & Technology Act Michigan Report for 2008

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May 2009

Dear Members of Congress,

During these difficult economic times, libraries become even more essential to Michigan residents in both rural and urban areas. Libraries are helping people find job training, providing free Internet access, assisting job seekers and teaching computer skills to those seeking to upgrade their skills. Michigan's libraries are a focal point in their communities for educational support, literacy training, business research, community meeting places, access to technology, and quality collections that help residents throughout their lives.

For those people who are unemployed or not enrolled in a K-12 school, the library may be the only place providing these services. In doing so, libraries sustain Michigan residents' quality of life and, at the same time, help communities and individuals cope with the current economic downturn. Our communities and our lives will grow and improve when all have equal and open access to information and learning. This is the cornerstone of library service and Michigan libraries exemplify this goal.

Thank you for your continued support of Michigan's communities and libraries through the funding and reauthorization of the federal Museum and Library Services Act. As state and local budgets are challenged, statewide projects have increased in importance for local libraries seeking more materials and services for their users. Your support for needed statewide services and local projects gives Michigan residents a brighter future.

Respectfully,

Nancy R. Robertson
State Librarian of Michigan

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Library of Michigan's Mission

The Library of Michigan promotes, advocates and consistently works to achieve the highest level of library service to the State of Michigan, its government, its libraries and its residents.

2008 LSTA Overview

In 2008, Michigan's $4,941,233 in LSTA funding supported libraries of all types through various statewide projects. The majority of LSTA funds coming to Michigan supported the Michigan eLibrary (MeL, at www.mel.org), which includes MeL licensed databases; subject area portals, such as Jobs & Business; "Michigana," a collection of digitized Michigan history primary source material; "More," Michigan Online Resources for Educators (MORE, at http://more.mel.org); and MeLCat, a statewide catalog, interlibrary loan, and delivery service. Other statewide services included summer reading programming; services to the blind and physically handicapped; continuing education for librarians; and assistance for libraries applying for E-rate funding and state funding.

The results of these projects include wide wide-ranging, successful statewide collaborations and cost savings for institutions and individuals. The collaborations and cost savings allow the Library of Michigan and libraries throughout the state to provide a wealth of online resources available to all Michigan residents at any time and any place as well as improved library services, with a special focus on children, teens and the disabled.

Library of Michigan's LSTA Program Goals for Michigan

The *LSTA Five-Year Plan for Michigan, October 2007 through September 2012* addresses the needs of Michigan residents for information and library services. These needs were determined through an evaluation of the previous five-year plan, which included input from residents and libraries from across the state and from rural and urban areas.

Needs:

I. Users need equitable statewide access to materials in a variety of topics and formats and at their time of need. Libraries need consistent, fast resource sharing and statewide access to digital materials to assist these users.

II. Users need improved basic services and programming from libraries in rural and underserved areas of the state. Libraries in underserved rural and urban areas of the state need assistance developing services and programming in the areas of technology, generation specific programming, and outreach and marketing to non-users or populations having difficulty using a library.

III. Users in underserved rural and urban areas of the state need access to quality services and programs offered through new techniques and new technologies. Libraries in underserved rural and urban areas of the state need assistance in staying current with new techniques and new technologies. We need scalable model programs for use in underserved rural and urban libraries in order to provide current, quality services and programs to users.

The following goals were developed to meet these needs. A specific focus of the goals is to bring services directly to residents by assisting local libraries in communities across the state.

Goal I: Equity of Access

Increase equity of information access and library resources by providing basic statewide access to information and resources and special assistance to libraries in underserved rural and urban communities, and to libraries that are working to provide service to persons having difficulty using a library.

Goal II: Equity of Service

Increase equity of service to Michigan residents by providing professional-development resources and opportunities to libraries throughout the state to improve public services, programming and outreach, especially to underserved rural and urban populations.

Goal III: Equity in Innovation

Foster new, innovative services and programs by funding scalable pilot projects for use by libraries statewide to meet and anticipate Michigan residents' constantly changing needs for library services and information.

Proposed programs and measures for outputs and outcomes for each goal are listed in the five-year plan at www.michigan.gov/lsta.

These goals reflect the current and future needs of Michigan residents and libraries as well as the goals of the LSTA legislation. As such, the five-year plan is a part of how the Michigan library community provides quality services and programs to our patrons through 2012.

Statewide Projects - Serving All of Michigan's Citizens

To support Michigan communities and libraries as well as the Library of Michigan's mission and the federal LSTA goals during these economically troubled times, the focus of Michigan's LSTA program in 2008 was statewide services. This focus put a premium on providing materials and services to all residents, regardless of geographic area, age, or information need. In order to reach the widest group of people possible, the statewide projects are designed to be worthwhile to individuals, public library users, school library students and academic library users. All benefit from LSTA funding.

We provide statewide access to a wide range of electronic and print resources, increasing information access to materials appropriate for everyone from kindergarteners through graduate students and to the unemployed and business owners. With high high-quality, award-winning programs such as the Michigan eLibrary (MeL), the Library of Michigan is focused on equitable service to all of Michigan's rural and urban communities and residents.

The Library of Michigan has used the full LSTA allotment for statewide projects due to lack of availability of state general funds for statewide library services. The Library of Michigan surveyed librarians from all types of libraries and all areas of the state and found the Michigan library community supports this use of funds. These professionals considered the value of the statewide programs – especially MeL – to their users to be so significant that they agree the funding should be used to maintain them at the highest level.

MeL - the Michigan eLibrary

Mission: Michigan's virtual library, MeL, gives Michigan residents the information they need, when they need it, where they need it, and in the format they desire.

The Michigan eLibrary (MeL) is a premier electronic library available at www.mel.org. MeL is a core set of anytime, anywhere accessible information resources available to all Michigan residents. Through statewide subscriptions, MeL provides residents and libraries across the state with comprehensive topical information ranging from auto repair to zoos. Resources are electronic and include full-text articles, ebooks, car repair manuals, practice exams for K-16 and professions that can track and score an individual's performance, K-12 curriculum materials, free Michigan-focused Internet sources and a variety of other purchased databases.

Job seekers, workers seeking retraining, college, high school and elementary school students, parents, educators, entrepreneurs, business professionals, and lifelong learners all use this collection to find what they need to succeed, to learn, and to improve their lives. The resources cover elementary, secondary, college and professional level research; general and professional-level information on health and social issues; local history and genealogy; and indexes to articles and books available in Michigan libraries. Residents may access MeL at any Michigan public library or school, or log in from any Internet-connected computer by using a Michigan driver's license, state ID or participating MeLCat library card number.

Use of the MeL databases has continued to grow significantly each year. In 2008, people performed over 40 million searches in the subscription databases, an increase of 60 percent over 2007; more than 28.3 million articles were downloaded, an increase of nearly 80 percent; and 213,439 electronic books were accessed. MeL's free resources are available to all; however, the subscription resources are available only to Michigan residents.

MeL database contracts cost $3,820,232 in 2008. Statewide purchasing saved Michigan's public, K-12 school and university libraries 95 percent of the cost of these sources. If libraries had purchased these subscriptions individually, the collective cost would have been approximately $72.2 million. Looked at another way, if Michigan residents had paid for each article they downloaded in 2008, the articles alone would have cost approximately $424.5 million. We also save libraries the time and staff necessary for negotiating these contracts and managing the subscriptions. Finally, people may use these databases from home or work, so the true savings for Michigan residents were far higher.

MeL includes the following components:

MeL Databases – Subscription resources, including hundreds of thousands of magazine and newspaper articles, reference book articles, art images, primary historical documents and images, curriculum materials and other full-text content from Ebsco, Gale Cengage Learning, Newsbank, OCLC, and ProQuest. Content ranges from the K-12 level to professional and research levels in science, medicine, education, technology, humanities, arts, social sciences, law and genealogy. Spanish-language materials are available, especially for K-12 students.

MeLCat – An innovative statewide library catalog, delivery service and resource-sharing network. Users can search the catalog from mel.org or from their local library catalog. Michigan residents are using MeLCat to easily identify and request convenient, quick delivery of materials from other Michigan libraries to their own library for pick-up. More information on MeLCat follows this section.

MeL Michigana – Digitized local historical resources from Michigan libraries, including family papers, photographs, diaries, obituaries, newspapers and other local documents. These materials illustrate Michigan's past through primary sources on town and county histories, individuals and topics such as the automotive, shipping and lumbering industries.

MeL eBooks – A collection of more than 24,000 current non-fiction and reference electronic books. Topics include science, computers, business, education and humanities among others. Materials are at the higher-education and professional level. Users can read online or search at any time of the day or night.

MeL Featured Resources – A balanced collection of quality Internet sites selected by librarians that are Michigan-related or particularly useful to Michigan residents. Local school, college and public libraries stretch and leverage their materials budgets with ready access to appropriate, quality, free resources on MeL.

MeL Tests and Tutorials – Online tests, including college entrance, civil service, vocational and professional exams, and K-12 study guides from LearningExpress Library. This collection allows Michigan residents to study at home or in the library to advance in their job, get retraining for a new job, or excel in school.

Michigan Online Resources for Educators (MORE) – A database of thousands of quality educational Web sites tied to the state's curriculum standards and professional development needs. This collaboration between the Library of Michigan, the Michigan Department of Education, and Wayne State University helps K-12 teachers and media specialists find the right materials for their classes quickly and easily, allowing them to focus their time on teaching.

MeLCat - the Michigan eLibrary catalog

MeLCat is a virtual statewide library catalog, delivery service and resource-sharing network. This successful and cost-saving collaboration now covers a significant proportion of state residents. Member libraries share both a catalog that library users can search and a commitment to sharing their collections. Library users can order other libraries' materials online while they are searching in their library catalog, and the libraries use a fast statewide delivery service that is free to the library users. Michigan is unusual in that public, school, academic and special libraries are all eligible and libraries do not have to convert to a common integrated library catalog system to participate. MeLCat includes libraries from every area of the state, making it a true statewide service. In 2008, 100 new libraries were integrated into MeLCat, a 36 percent increase in membership. The 277 current member libraries include:

- 45 academic libraries, both public and private universities and community colleges
- 211 public libraries (out of 365)
- 17 K-12 school libraries
- 4 special or tribal libraries

At the end of state fiscal year 2008, MeLCat was a combined library collection of 30.7 million items. Users can search MeLCat directly from mel.org or through a link in their local library catalog. Michigan residents are using the catalog to easily identify and request convenient, quick delivery of materials from other Michigan libraries to their own library. In 2008, Michigan library users requested 388,071 items and received 345,216 of them, a 56 percent increase over 2007. Items were delivered in an average of three to five days at no charge to the user.

MeLCat is also unusual in that it is a true collaboration. Librarians throughout the state participate in planning committees and user groups. These groups develop MeLCat policies and inform the development and ongoing implementation of the MeLCat system software. LSTA funding has allowed Michigan's librarians to reach out and share their expertise with each other and their collections with all Michigan residents.

These residents are students, educators, business professionals, rural and urban residents - all users with a participating library card have ready access from home, work or school to more sources than any individual library could own. In rural areas, especially, the impact on library users has been striking. Some rural libraries have seen their borrowing rates increase up to 300 percent.

LSTA funds support library catalog software, enhancements to the catalog, software to allow users to find full-text articles within the catalog, new member library training, and integration of new members' catalogs into MeLCat.

Childhood Literacy Support – Collaborative Summer Library Program

The Collaborative Summer Library Program (CSLP) is a national group that develops quality materials for public library Summer Reading programs. LSTA funds the Library of Michigan's participation in CSLP. Membership in the collaborative allows the state library to provide high-quality, comprehensive summer reading manuals to all public libraries, saving the libraries both staff time and funds. These manuals include themes, ready-made programs and professional-quality graphics, providing libraries guidance on reading goals, age-appropriate programs such as lap-sits, story times, reading groups and other literacy improvement activities aimed at children, young adults and families reading together. Manuals were sent to 667 libraries.

Summer reading programs have been shown to develop children's interest in reading year-round, encouraging and motivating them to improve their reading skills. Michigan's participation in this program allows local libraries to leverage their funds and provides greater access to programming for children. In 2008, this collaboration reached 60,492 children under 12 and 12,449 teens. The children and teens participated in 4,419 programs and logged 1,038,771 hours of reading. Participation was up 15 percent from the previous year.

Services for the Blind and Physically Handicapped

Services for the Blind and Physically Handicapped (SBPH) is a federal program administered at the state level. The Library of Michigan hosts the program in Michigan. In 2008, we continued catalog improvements with the use of LSTA funds. An online catalog provides access to SBPH materials and allows material sharing between regional SBPH libraries and the Library of Michigan. Upgrades to the catalog were completed, allowing easier and faster access to materials and facilitating cooperation between the state and regional SBPH libraries.

Training to Improve Public Services

Conferences & Workshops

The Library of Michigan uses LSTA funding to sponsor continuing education for librarians throughout the state, with workshops focused on services to rural areas, to children and teens, and to the persons having difficulty using a library. The workshops give library staff the opportunity to learn new techniques and methods to reach underserved residents. The continuing-education program also allows public libraries, especially small and rural libraries, to maintain their state certification requirements. Libraries are able to improve and expand services available to Michigan residents by learning from presenters and colleagues. The workshops focused on services to rural areas, to children and teens, and to persons having difficulty using a library.

Spring Institute Conference

This three-day conference gave 284 public and school librarians the opportunity to learn about new strategies and resources for children's and youth services. The sessions covered outreach and partnerships, problem patrons, use of graphic novels, programming for immigrant communities, and developing literacy and writing skills. Children's and teens' authors, artists and illustrators spoke at the conference, including Tamora Pierce, Judy Schachner, John Green, Hank Green, Maureen Johnson, Jim Gill, Cynthia Lord, Pete Hautman, Candace Fleming and Eric Rohmann.

Interlibrary Loan Issues

This workshop focused on how to bring a wider range of materials to users by sharing collections with other libraries. Specific topics included legal issues such as copyright, privacy and theft, technology use, borrowing policies, efficient delivery and user expectations. Sixty librarians attended this daylong Lansing workshop featuring Karen Liston from Wayne State University and Anne Beaubien from the University of Michigan.

Academic Libraries Day

This workshop focused on reaching library users virtually. Specific topics included learning a broader perspective on defining library users, collaborating with faculty, technology management issues, marketing and how to provide effective service in the online medium. Eighty-four librarians attended this daylong Mount Pleasant workshop with noted technology columnist Roy Tennant as the keynote speaker.

E-rate Support & Training

LSTA funding supports training and consultation for public libraries to participate in the federal Universal Service Fund program, commonly known as E-rate. Support for this training ensures libraries are able to participate fully in the E-rate program, providing greater public telecommunications access in the library at a significant discount. Two full-day workshops were held in 2008 and a consultation service was available. In 2008, Michigan public libraries received discounts totaling $1,923,314. Libraries used these funds to provide local services and collections, while at the same time implementing needed telecommunications service for their community.

Continuing Continuing-Education Fund

The Library of Michigan has a continuing continuing-education tuition tuition-reimbursement program for current full-time employees who are enrolled in a nationally accredited graduate library and information science program. LSTA funds are used to support this project, which is designed to help recruit current library paraprofessionals who have an informed understanding of and commitment to the profession. Up to 60 percent of the current cohort of professional librarians is expected to retire or seek employment in other fields by 2019. Since these paraprofessionals are likely to remain in the library profession and their work at the Library of Michigan has given them insight into the issues facing the state, they are ideal candidates to carry Michigan libraries into the future.

Support for Public Libraries

Public libraries file an annual report online with the Library of Michigan in order to provide data for national public library statistics and to qualify for state funding. Through the use of LSTA funds, the Library of Michigan was able to upgrade the database and user interface to improve functionality and ensure that libraries could provide the data needed in a timely manner.

Local Projects ... Bringing Innovation to Libraries

LSTA funding allows us to look forward to accomplishing the goals and programs set out in the Five-Year Plan. These programs will improve the capabilities of libraries and the lives of all Michigan residents. In 2008, the Library of Michigan began the Modeling the Future subgrant program, which is intended to fund innovative, replicable projects, especially those targeted to an underserved population. We will begin funding individual projects in 2009, which will be completed in 2010. As part of each project, the grantee will write a project manual that can be used by a library of any size to replicate the project locally. In this way, the federal funds for one library can help benefit residents across the state.

Michigan Residents Speak …

Federal funding for the afore-mentioned projects has had a deep impact on the quality of life of Michigan's residents. We often receive positive comments on benefits of statewide services from users, librarians and teachers.

> "I sincerely value the planning and forethought that went into the creation of this system and continue to be amazed at its ease of use. Just yesterday I picked up a professional publication delivered to me at the West Bloomfield Township Public Library that I could not have had access to if were it not for MeL." - Metropolitan Detroit Volunteer Administration Network - MDVAN

> "For starters, our students wouldn't have access to the information obtained through the databases without MeL's ability to put the whole package together and package it for all citizens, especially our high school students whose future depends on their ability to process vast quantities of information and apply it. [For one student] He'd looked "all over the internet," because that's what he thought was best, but not the MEL databases. It was a classic teachable moment, when he was able to discover how to search a magazine title - Consumer Reports - and find recent research showing just what he was looking for. The "light bulb" went on and a smile appeared on his face." - Swartz Creek High School

> "By using the MeLCat system, $1,225,770 worth of books were borrowed for White Pine libraries/patrons in the last year via MeLCat, an amount of funding for books the libraries individually would never be able to spend for their collections." - White Pine Library Cooperative

> "I'm writing to you in this time of budget cutting about how important having the MeL is to those of us who live in rural areas. We recently used the MeL to research resources for a trip to the Netherlands. We were able to find books and videos that were not available at our library. However, because our local library participates, we were able to get those helpful resources right here in our community." – Patron from Harrison, Mich.

It is apparent that Michigan libraries and residents are moving into the 21st century knowledge economy together, while at the same time retaining the great history and spirit of our state.